

## Purpose

The SOP is intended to guide Claims Adjusters on what to do if a sourced part has failed. This applies to claims where Vendor sourced parts have been delivered to the repair facility. The following situations are addressed:

- Wrong part ordered or delivered.
- Delivered part is broken/inoperable.
- Part returns (please see SOP for Part Returns and Freight)
- Part has failed after installation, during repair verification or after delivery to contract holder.
- Part has failed at some time after repair but within 12 months / 12000 miles of original repair.

## Teams Impacted

- Claims Team
- Claims Leadership Team

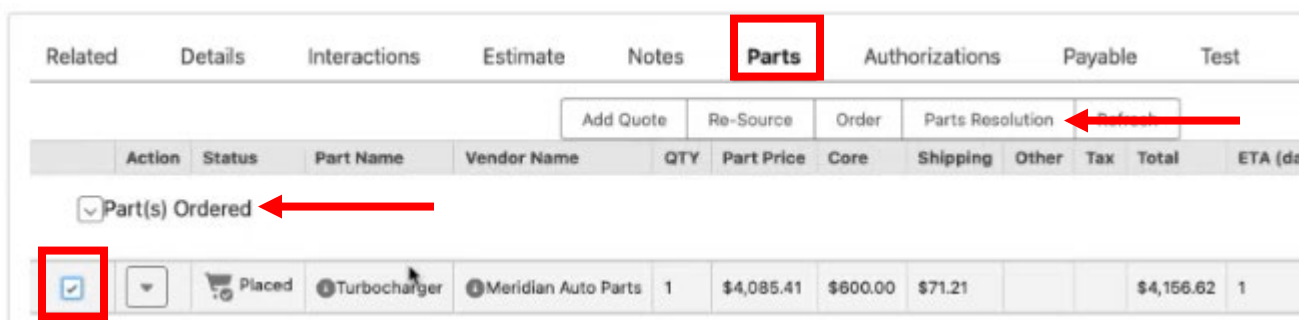
## Related References and Documents

- SOP: How to Upload Documents
- SOP for Part Returns and Freight

## Procedure

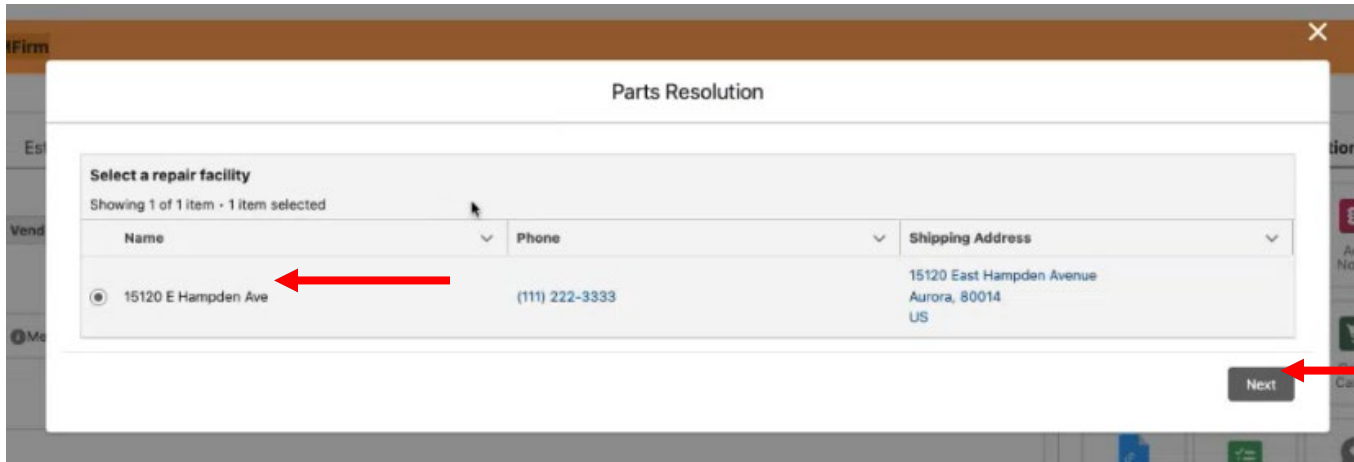
When Claims Adjuster is notified of a part issue by the repair facility, they need to first make sure this is indeed a Parts Resolution issue and not just a Parts question. (Example: If you just need tracking information on a part: that is not a Parts Resolution issue.) Once you have verified this is a New Parts Resolution, you will go into the **[Parts]** tab to start the part resolution.

1. Once in the **[Parts]** tab you will need to go to **[Parts Ordered]** and select the part/s for the part resolution, by checking the box. Underneath the tabs, you will need to click the **[Part Resolution]** button.



Related	Details	Interactions	Estimate	Notes	<b>Parts</b>	Authorizations	Payable	Test			
					<a href="#">Add Quote</a> <a href="#">Re-Source</a> <a href="#">Order</a> <a href="#">Parts Resolution</a>						
Action	Status	Part Name	Vendor Name	QTY	Part Price	Core	Shipping	Other	Tax	Total	ETA (da
<input checked="" type="checkbox"/> <b>Part(s) Ordered</b>											
<input checked="" type="checkbox"/>		Placed	Turbocharger	Meridian Auto Parts	1	\$4,085.41	\$600.00	\$71.21		\$4,156.62	1

2. A screen will populate with a list of the repair facilities. Select the corresponding repair facility. Click **[Next]**.



**Parts Resolution**

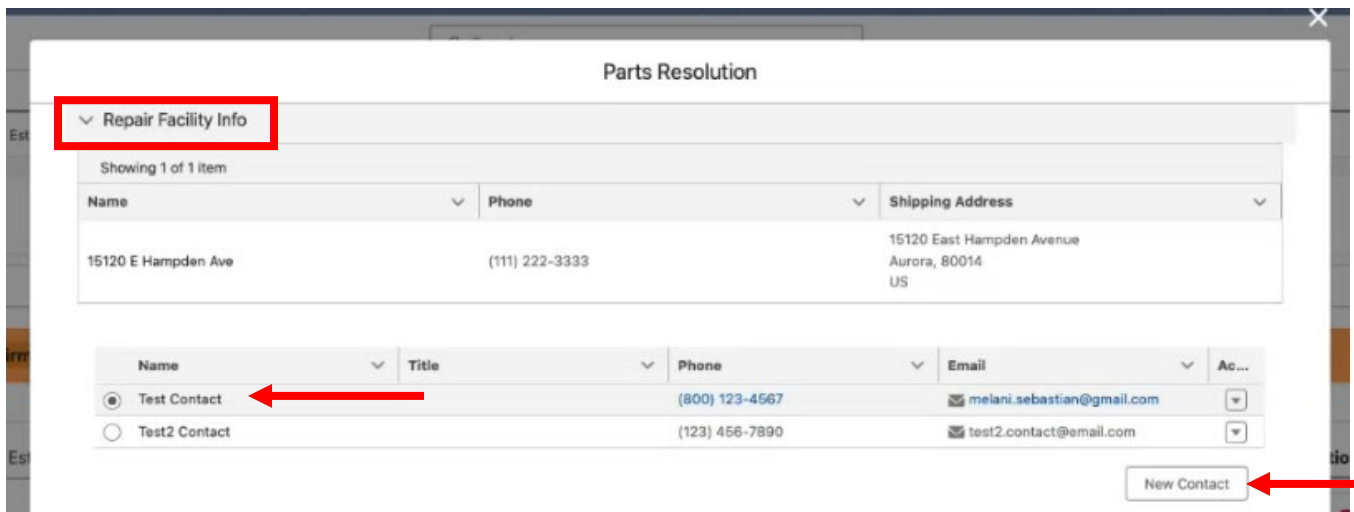
Select a repair facility

Showing 1 of 1 item - 1 item selected

Name	Phone	Shipping Address
15120 E Hampden Ave	(111) 222-3333	15120 East Hampden Avenue Aurora, 80014 US

**Next**

3. Once in the Part Resolution Screen you will select the Repair Facility contact, under **[Repair Facility Info]**. Choose an existing contact from the list or you can add new contact by clicking **[New Contact]**.



**Parts Resolution**

▼ Repair Facility Info

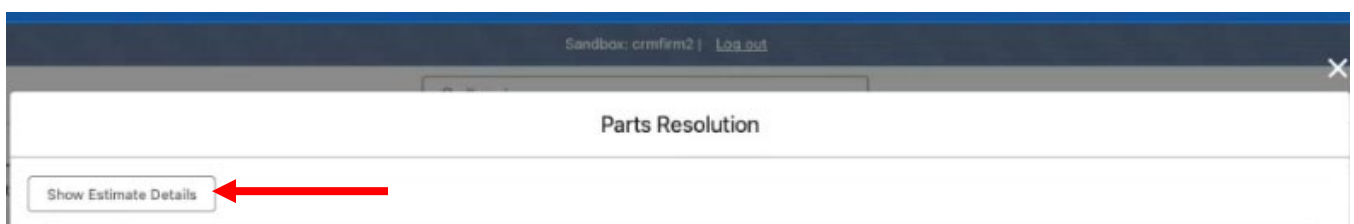
Showing 1 of 1 item

Name	Phone	Shipping Address
15120 E Hampden Ave	(111) 222-3333	15120 East Hampden Avenue Aurora, 80014 US

Name	Title	Phone	Email	Ac...
Test Contact		(800) 123-4567	melani.sebastian@gmail.com	
Test2 Contact		(123) 456-7890	test2.contact@email.com	

**New Contact**

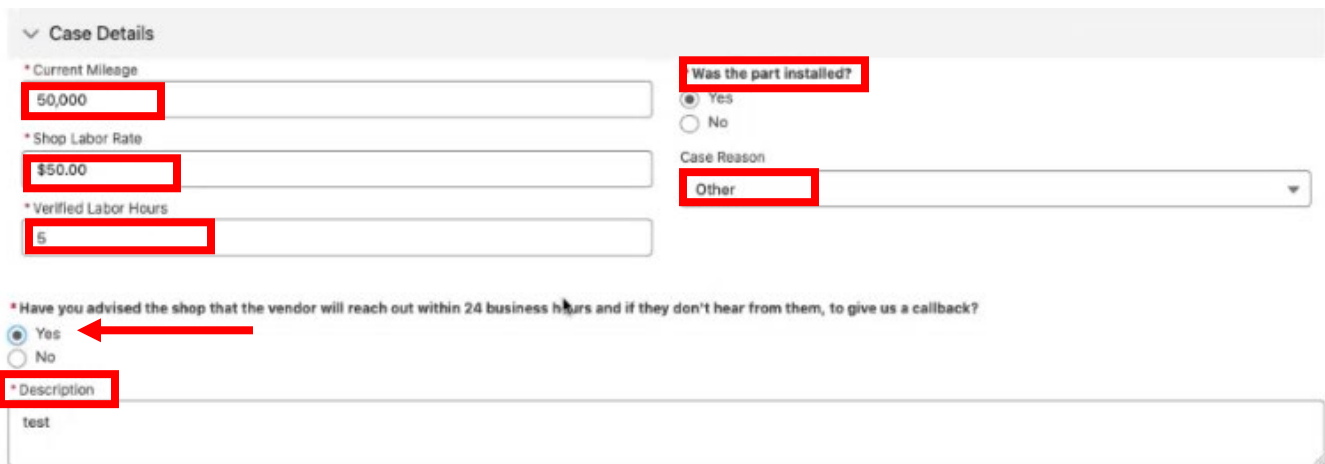
4. In the **[Case Details]** section you will fill in the following information:
  - a. **Current Mileage** (i.e., do not use the claims starting mileage ask the repair facility what the current mileage is.)
  - b. **Shop Labor Rate**. This will auto populate but can be modified.
  - c. **Verified Labor Hours**. There is a **[Show Estimate Details]** button in the top left corner of the page which can be used to verify the labor hours.



**Parts Resolution**

Show Estimate Details

- d. **Was the part installed?** Select **yes** or **no**.
- e. **Case Reason.** Select one from the drop-down list.
- f. **Have you advised the shop that the vendor will reach out within 24 business hours and if they don't hear from them, to give us a call back?** This applies to all vendors except for Parts Authority. Regardless of you will need to select **yes** to be able to submit the part resolution.
- g. **Description.** Here you will provide a detailed description of the failure if it is a failure. If the part is incorrect, request as much detail from the shop as to how the part was incorrect. Use this section to provide as many details as possible for the part resolution as this can create delays in processing.



**Case Details**

\* Current Mileage: 50,000

\* Shop Labor Rate: \$50.00

\* Verified Labor Hours: 5

Was the part installed?  
☒ Yes  
☐ No

Case Reason:  
 Other

\* Have you advised the shop that the vendor will reach out within 24 business hours and if they don't hear from them, to give us a callback?  
☒ Yes  
☐ No

\* Description:  
 test

**Important!** All the information must be filled out to submit the part resolution. Be sure include as much detail as possible as to how/why a part has failed or is incorrect.

5. At the bottom of the page click **[Next]**.



Previous Next

6. The next screen will advise the part resolution case has been successfully created. Click **[Finish]** to submit part resolution.



estimate Notes **Parts** Authorizations Payable Test Activity Vehicle Act

Parts Resolution

Case 00025335 was created successfully!

Finish

7. If the shop has provided pictures or video, upload these items to docs and note in the **[Description]** section of the part resolution (**See SOP for how to upload documents/pictures.**)
8. Do not key any parts, additional labor and/or credits. This will be done by the Vendor Support Team. The Vendor Support Agent will call and/or email the repair facility and provide the replacement ETA any additional labor authorization needed that is not being paid by the vendor. If claim has additional labor noted on the template, advise Repair Facility we will require their assistance in providing invoices to show labor was charged twice for the additional replacement.

**Important!** All duplicate labor for Parts Authority related part resolutions will be paid by AAS.

9. **Notate** the claim with any additional information.

### Approval & Revision

Date Created 01/03/2024	Created By Jimmy Quintal	Date Approved 01/4/2024	Approved By Mandi Jacober	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]